Students - How to Login to *The Q* with Universal Login

With Universal Login, students are prompted to enter ***only their username*** (**Student ID number**). You do ***NOT*** have the ability to change your password from this page.
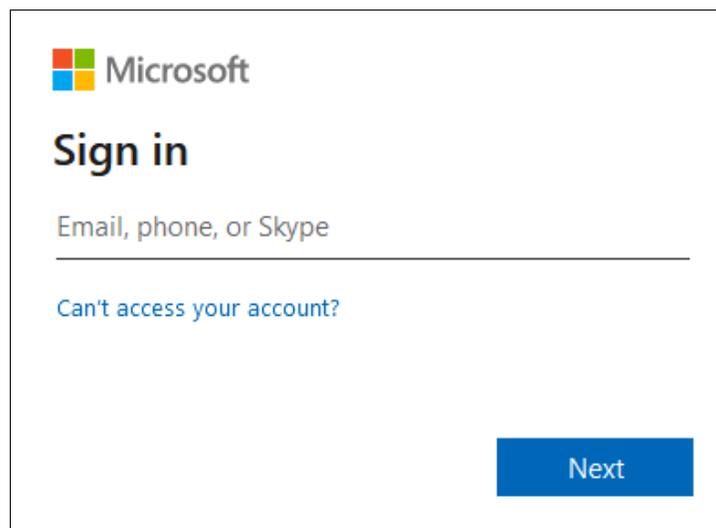

Enter the **Student ID number** in the username field and Click **[Continue]** or **[Enter]** then user is prompted for their Microsoft login.

Using a new computer or browser

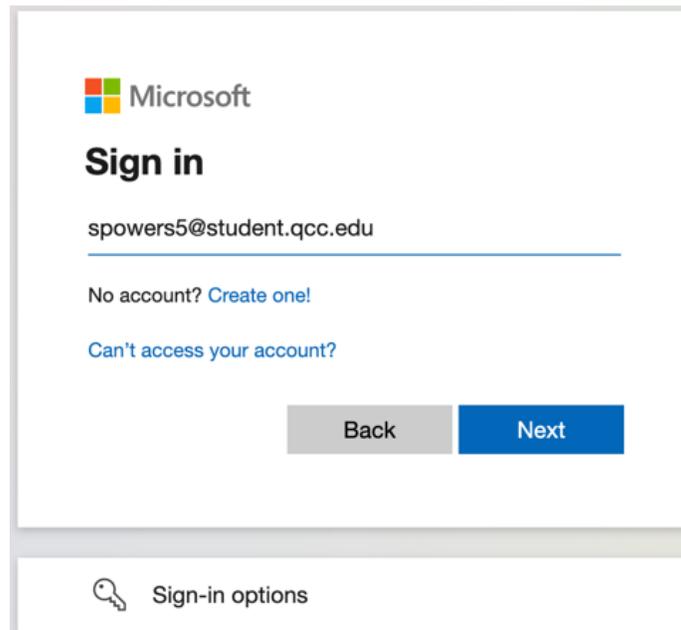When using a new computer or browser, the following prompt is shown;

Enter your full student email account name ([username@student.qcc.edu)](username@student.qcc.edu) Your Microsoft account name is your student email address. Click **[Next]**.
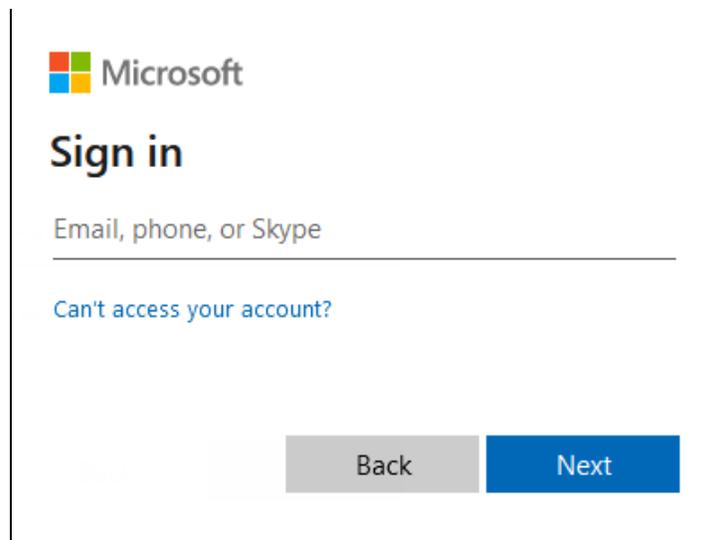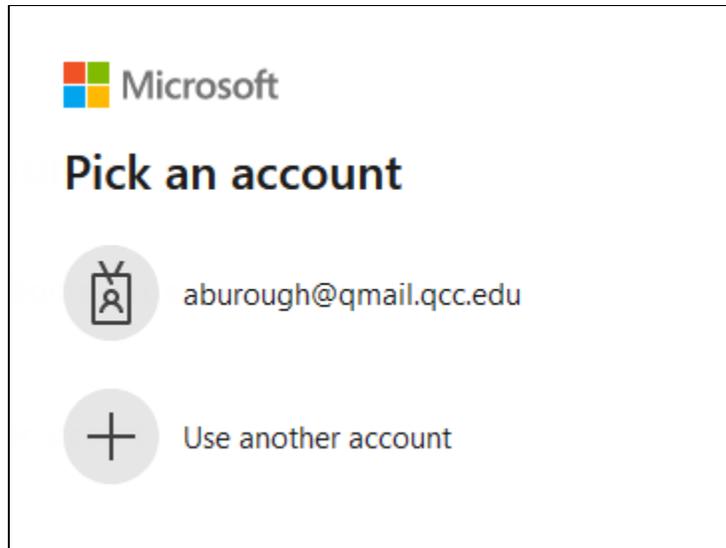
The next prompt is the **Microsoft Office 365 password. Please note, this is NOT your Qmail password.**

- ★ **New accounts** are set to a randomly generated password and sent to the student's personal email.
- ★ **During initial setup** A message will appear that states: "More information needed…" Click **[Next] and continue with account recovery setup – downloading the Authenticator App or using an existing one is recommended, followed by a second method of text message**. Follow the prompts to completion.
- ★ **Existing accounts** use your **Microsoft Office 365 password (NOT your Qmail password)** and Click **[Sign in]**.
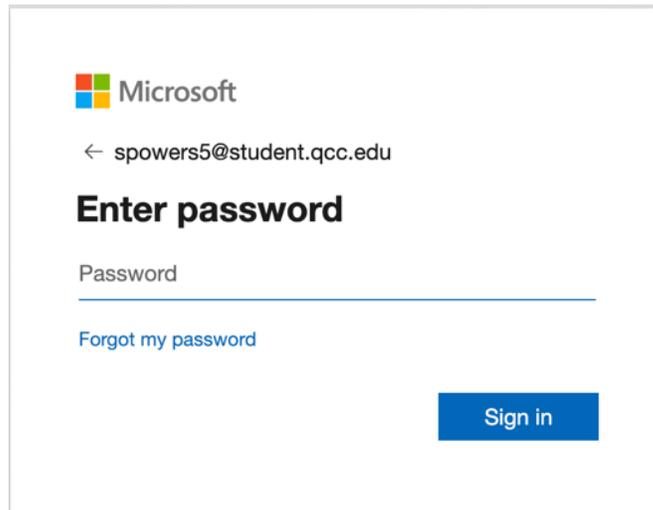

Using a computer or browser you've used before

When using a computer or browser you've used before, the browser may remember the previously used Qmail address and may auto-fill that as the username. If that happens, please change the username to the new @student.qcc.edu email by selecting **use another account.**

Enter your full student email account name ([username@student.qcc.edu)](username@student.qcc.edu) which is your Microsoft account name. Click **[Next]**.

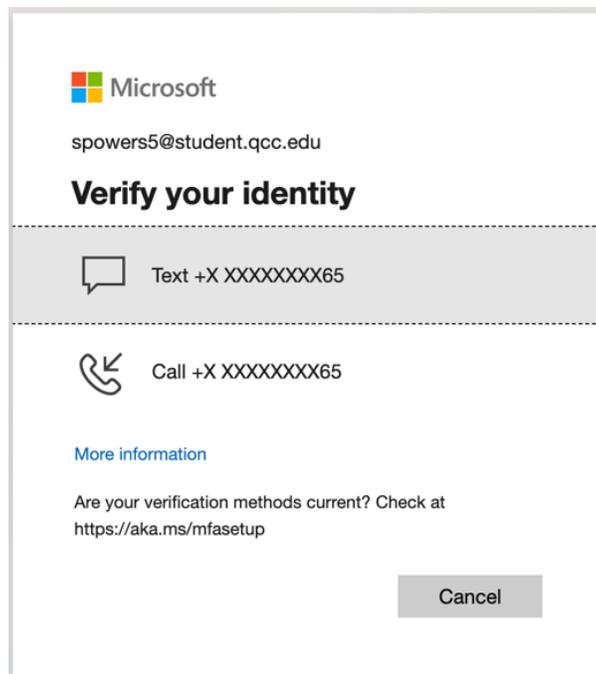You are then prompted to enter your **Microsoft 365 password.**

Enter your **Microsoft 365 password (NOT your Qmail password).** Click **[Sign in]**.

Phase Two of Two Factor Authentication:

The following screen is displayed:

Select either **Text +X XXX-XXX-XXXX** or **Call +X XXX-XXX-XXXX** and enter the six-digit code sent to you in the space provided and Click **[Verify].** In this example, we clicked on **Text +X XXX-XXX-XXXX**:

Click **[Verify]**, you will be logged in to *The Q* and land on the **Student Welcome** page.

★ **Note**: If you are already logged into *Microsoft Office 365*, you will be immediately logged into *The Q* once you enter the username (student ID) and click **[Continue]** or **[Enter]**. When you log out of The Q or your Microsoft account, you will be prompted for your Microsoft login again.

Typical issues:

- **Case 1** - Enter the **Student ID** in the username field and click **[Continue]** or **[Enter]** The old username and password field is now displayed -
    - **Problem: The student entered an invalid ID number –** Go back to the original screen and enter the **Student ID** number again and continue.
- **Case 2** - Enter the **Student ID** in the username field and click **[Continue]** or **[Enter]**, the old username and password field is now displayed -
    - **Problem: The student is not a currently registered student.**
- **Case 3 -** Enter the **Student ID** in the username field and click **[Continue]** or **[Enter],** the Microsoft login is prompted along with password, after this an error occurs stating "JICS error".
    - **Problem: There is an error in the student account. See below for information to contact the IT Service Desk.**
- **Case 4 –** The default password does not work when attempting to login to Microsoft.
    - **Problem: Your password must be reset. See below for information to contact the IT Service Desk.**

★ **For technical assistance or password reset, please call 508-854-4427** or email help@qcc.mass.edu with your name and Student ID number along with a phone number where you may be reached. State that you attempted to log into *The Q* but were unable to do so. An Incident will be logged so that we can check into and resolve the issue.

Legacy Login process:

Students are prompted to enter their username (**Student ID number**) and a password for the portal to login to *The Q*. Also, students may use the "**I forgot my password**" link if they've forgotten their password and a new one will be sent to your student email.

Once you enter the username and password for the portal and click **[Login]** or **[Enter]**, you are immediately logged in to *The Q* and are shown the **Student Welcome** page.